

ANNUAL REPORT

2002

DIVISION OF DEVELOPMENTAL SERVICES



DIVISION OF DEVELOPMENTAL SERVICES
DEPARTMENT OF DEVELOPMENTAL AND
MENTAL HEALTH SERVICES
AGENCY OF HUMAN SERVICES
STATE OF VERMONT

JANUARY 2002

Annual Report 2002

Division of Developmental Services

**Division of Developmental Services
Department of Developmental and Mental Health Services
Agency of Human Services
State of Vermont**

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January 2002

**The Division of Developmental Services
would like to acknowledge the efforts of the
developmental service providers who supplied
much of the necessary information for this report.**

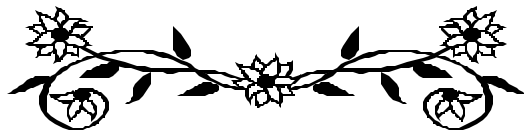


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HIGHLIGHTS FROM FY 2001

Did you know?

- ❖ People getting family support represent 43% of all people served.
- ❖ The number of people who get supports that live with their family went up by 16% since FY '00.
- ❖ Thirty-five percent (35%) of people who receive home and community-based waiver services live with their family.
- ❖ The number of children (under age 22) who get supports went up by 17% since FY '00. Of the children who get support, 14% are age 6 and under, 66% are age 7 – 18, and 20% are age 19 – 21.
- ❖ Of the 308 children (ages 0 – 18) receiving home and community-based waiver services, 80% live at home with their family, 11% are in SRS custody, and 9% live with their family part time and/or with a home provider.
- ❖ Vermont is ranked #1 in the nation in the number of people with developmental disabilities who receive supported employment to work per 100,000 of the state population.
- ❖ The number of people receiving residential services in Vermont is virtually the same as in FY '00.
- ❖ The number of people who receive supported employment services has gone up each year since the change in the federal statute removing the institutional criteria for receiving Medicaid waiver-funded supported employment.
- ❖ In Vermont, the percentage of people with developmental disabilities who live in nursing homes has dropped for the 4th year in a row. Conversely, the percent of people with developmental disabilities in nursing homes nationally is on the rise.

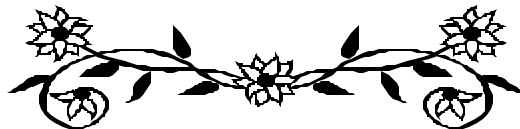
THOUGHTS ON SELF-DETERMINATION

BY LARRY BISSONNETTE

*Taking coats of mastery of lives of told what to do for
most of their lives people off and putting on shirts of
listeners to voices that make their ideas known if a
path is found for them to travel freely down.*

September 2001

Independent Service Broker Training Presentation



INTRODUCTION

The Vermont system of supports for people with developmental disabilities must be challenged to be as creative and free from barriers to individual independence as it possibly can. What is included in this annual report on the status of supports and services is a compilation of numbers, graphs, and information bits. They only show a small piece of the true fabric and richness of Vermont's supports for people with developmental disabilities. The following story of Ernest and George Catchapaw show how interdependence, grown out of a caring and creative developmental service system combined with committed members of one's own community and respect for choice and independence, can help two men achieve their dreams¹.

The Story of Ernest & George Catchapaw

Ernest (46) and George (67) Catchapaw live in their own home in Cornwall. They moved there with their parents in 1952 from "the hollow" in Ferrisburg. After their mother's death last spring, funding was made available so that Ernest and George could remain in their home, with daily support. While Mrs. Catchapaw had been ill, she had personal care workers who came daily to help her. Ernest and George became close to the in-home aides, and wanted both of them to stay and help them to remain in Cornwall. It has been a community effort of good friends and family, close neighbors and committed support care workers who have enabled Ernest and George to live and thrive in their own home.

Ernest went to school, but George didn't. He stayed home and helped around the house. We moved here and then our father died in '66, when Ernest was 11. Our mother and our uncle took care of the cows. We kept going without help. Our barn burned down and we moved the cows to the farm down the road. We didn't have animals after the barn burned. We had a house burn down too. No one was hurt. It might have been 1980. The inside burned. We talked to the fire department and they burnt it down. It wasn't safe and we couldn't fix it.

Our mother had a garden. We helped inside, both of us. George did the cooking. Ernest mowed the lawn. We did more when she couldn't. Colleen [Champlain Valley Agency on Aging] came and visited our mother and us. She helped out. She got us a new rug. She helped us in the house. She got some people to come and help us. She got us help when our mother got sick. George helped take care of our mother when she got sick. He got up in the night when she called him.

People came in and helped us. They took us to town. Sometimes we'd go shopping. We used to go to see Tim [doctor] with Joan [guardian] and George knows the shortcuts. One time we were almost in New York.

¹ All personal stories in this report have been edited to fit the space and for ease of reading.



Ernest Catchapaw

are okay. We see our cousins in Barre and they sent us a Christmas present. We went there for Thanksgiving. We see our cousins in Addison. Our cousin helped us get a different dryer after the other one broke.

Jacob [Community Associates] helped with the bathroom. He's good. They have to put in another grab bar. Jacob plays drums too. We go shopping with Joyce at the A&P. George goes there because there's a place to sit down and pushes the cart at Ames instead of using the walker.

We like having help. Ethel and Joyce help. They take us out. We tell them what we want and they listen. George cooks breakfast, Joyce cooks lunch and Ethel cooks supper. Remember that pie she made? We like to go to the cooking classes. We'll go again. We took pictures at our cousin's in Barre and we got them developed. We went to the photography class too.

We do the laundry, but we won't do yours. We take the clothes out of the dryer fast. We always did our laundry here. We got a new mailbox and they're going to put the new mailbox in for us. Ethel gave us a new TV last year. We have a satellite dish and Joyce and her husband gave us the VCR for Christmas.

We have the Lifeline. We try to wear the Lifeline. Sometimes it bothers us to wear it. We'll wear it today after Joyce leaves. We have time by ourselves, not somebody here every minute. They're here enough. We think things are okay.

We got good neighbors. Paul and Debbie live next door. They know our mother and they came and visited her. They are on the Lifeline. Ernest goes to their garage to visit Paul.

We see our cousins now. We go visit them and they come here. Before she died, our mother said she wanted to stay at home with us and she did. When she died, we said we wanted to stay here. We told Joan and now Joyce and Ethel [support workers] help us. Things



George Catchapaw

ATTACHMENTS

ATTACHMENT A

**DIVISION OF DEVELOPMENTAL SERVICES
FY 2001 BUDGET**

The Division of Developmental Services' appropriated budget for FY 2001 is \$74,180,880 (combined state general fund and federal Medicaid funds). This is allocated as follows:

Existing Community Services	\$63,923,944
5.7% Cost of Living Increase for Community Services	3,958,178
New Funding for Consumer Needs	
PDD Children (150,000 GF)	398,512
Emergency Caseload Increase (850,000 GF)	2,258,236
Flexible Family Funding (all GF)	80,000
June Graduates (75,000 GF)	199,256
Self-determination (200,000 GF – one time)	400,000
Division of Rate Setting	63,855
Salaries and Expenses for Guardianship Services and Division Administration	<u>2,898,899</u>
TOTAL	\$74,180,880

DIVISION OF DEVELOPMENTAL SERVICES ACRONYMS

AAC	Augmentative and Alternative Communication
AAMR	American Association on Mental Retardation
ACT 248	Supervision of incompetent and mentally retarded individuals
ADD	Attention Deficit Disorder
AFL	Authorized Funding Limit
AHS	Agency of Human Services
ANCOR	American Network of Community Options & Resources
APS	Adult Protective Services
APSE	Association for Persons in Supported Employment
ARC	Advocacy, Resources and Community (formerly The Association of Retarded Citizens)
ARIS	Area Resources for Individualized Services
AT	Assistive Technology
BTS	Brandon Training School
CA	Community Associates (DS Program of CSAC)
CAP	Community Access Program (DS program of RMHS)
CARC	Champlain ARC – see ARC
CAS	Community Alternatives Specialist
CDS	Community Developmental Services (DS program of WCMHS)
CIP	Core Indicators Project
CIR	Critical Incident Report
CP	Cerebral palsy
CP	Certified Provider
CPS	Child Protective Services
CSAC	Counseling Service of Addison County
CSHN	Children with Special Health Needs
CVARC	Central Vermont ARC – see ARC
CVS	Champlain Vocational Services
DA	Designated Agency
DAD	Department of Aging and Disabilities
DBT	Dialectical Behavioral Therapy
DD	Developmental Disability or Developmentally Disabled
DD ACT	Developmental Disability Act of 1996
DDC	Developmental Disabilities Council
DDL P	Developmental Disabilities Law Project – Obsolete, see DLP
DDMHS	Department of Developmental and Mental Health Services
DDS	Division of Developmental Services
DH	Developmental Homes – see also SLP
DLP	Disability Law Project – formerly DDL P
DMH	Division of Mental Health
DOE	Department of Education
DS	Developmental Services
DSM	Diagnostic and Statistical Manual of Mental Disorders (most current edition)
DSW	Department of Social Welfare – Obsolete, see PATH
DVR	Division of Vocational Services – see also VR

EDS	Electronic Data Systems
FF	Families First
FFF	Flexible Family Funding
FFP	Federal Financial Participation
FFS	Fee for Service
FFY	Federal Fiscal Year
FARC	Franklin ARC – see ARC
F/GIMHS	Franklin/Grand Isle Mental Health Services – Obsolete see NCSS
FY	Fiscal Year
GF	General Fund
GH	Group Home
GMSA	Green Mountain Self Advocates
GS	Guardianship Services
GSS	Guardianship Services Specialist
HCBS	Home and Community-based Services
HCBW	Home and Community-based Waiver
HCFA	Health Care Financing Administration
HCHS	Howard Center for Human Services
HCRS	Health Care and Rehabilitation Services of Southeastern Vermont – See also HCRSSV
HCRSSV	Health Care and Rehabilitation Services of Southeastern Vermont
HCS	Howard Community Services (DS program of HCHS)
HHS	Health and Human Services
HIPAA	Health Insurance Portability and Accountability Act
HRD	Human Resources Data
ICF/MR	Intermediate Care Facility for people with Mental Retardation.
IEP	Individualized Education Program
IPP	Individual Program Plan – Obsolete, see ISA
ISA	Individual Support Agreement
ISO	Intermediary Service Organization
LCMH	Lamoille County Mental Health
LIT	Local Interagency Team
LSI	Lincoln Street, Inc.
MCIS	Managed Care Information System
MI	Mentally Impaired/Ill
MIS	Management Information System
MMPI	Minnesota Multiphasic Personality Inventory
MR	Mental Retardation
MSR	Monthly Service Report – formerly QSR
NASDDDS	National Association of State Directors of Developmental Disabilities Services
NCSS	Northwest Counseling and Support Services (formerly F/GIMHS)
NKHS	Northeast Kingdom Human Services (formerly NEKMHS)
NEKMHS	Northeast Kingdom Mental Health Services – Obsolete, see NKHS
OT	Occupational Therapy or Occupational Therapist
P & A	Protection and Advocacy – see VP&A
PASARR	Pre-admission Screening and Resident Review
PATH	Department of Prevention, Assistance, Transition and Health Access
PDD	Pervasive Developmental Disorder
PMIS	Provider Management Information System
PT	Physical Therapy or Physical Therapist
QA	Quality Assurance

QDDP	Qualified Developmental Disabilities Professional
QI	Quality Improvement
QMRP	Qualified Mental Retardation Professional – see QDDP
QSR	Quarterly Service Report – Obsolete, see MSR
RACS	Rutland Area Community Services – Obsolete, see RMHS
RARC	Rutland ARC – see ARC
RCL	Resources for Community Living – Obsolete
RMHS	Rutland Mental Health Services
RWJ	Robert Wood Johnson Foundation
SAP	Supervised Apartment Program
SAS	Sterling Area Services
SCC	Specialized Community Care
SD	Self-determination
SDP	Self-Determination Project
SIT	State Interagency Team
SLP	Shared living provider
SLP	Speech language pathologist
SRS	Department of Social and Rehabilitation Services
SSA	Social Security Administration
SSA	Specialized Service Agency
SSDI	Social Security Disability Insurance
SSI	Supplemental Security Insurance
TASH	The Association for Persons with Severe Handicaps
TBI	Traumatic Brain Injury
TCM	Targeted Case Management (Medicaid)
T-II	Transition II
TXIX	Title XIX of the Social Security Act (Medicaid)
UAP	University Affiliated Program
UCS	United Counseling Service of Bennington County
UIC	University of Illinois at Chicago
UVS	Upper Valley Services
VARC	ARC of Vermont– see ARC
VCCMHS	Vermont Council of Community Mental Health Services – Obsolete, see VCDMHS
VCDMHS	Vermont Council of Developmental & Mental Health Services – formerly VCCMHS
VCDR	Vermont Coalition for Disability Rights
VCIL	Vermont Center for Independent Living
VCIN	Vermont Crisis Intervention Network
VP&A	Vermont Protection and Advocacy
VPIC	Vermont Parent Information Center
VPS	Vermont Psychiatric Survivors
VPSN	Vermont Peer Support Network – Obsolete, see GMSA
VR	Vocational Rehabilitation – see also DVR
VSH	Vermont State Hospital
VSL	Vermont Supported Living
UVM	University of Vermont
WAIS-R	Wechsler Adult Intelligence Scale – Revised
WCMH	Washington County Mental Health
WISC	Wechsler Intelligence Scale for Children

DIVISION OF DEVELOPMENTAL SERVICES

January 2002

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Waterbury Office Staff

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Falk, Gail	Director of Guardianship Services	241-2616	gfalk@ddmhs.state.vt.us
Garabedian, Jennifer	Administrative Assistant	241-2663	jgarabedian@ddmhs.state.vt.us
Morse, Muriel	Administrative Assistant	241-2648	mmorse@ddmhs.state.vt.us
Rogers, Jackie	Clinical Director and Children Policy	241-3955	jrogers@ddmhs.state.vt.us
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Wood, Theresa	Director	241-2648	twood@ddmhs.state.vt.us

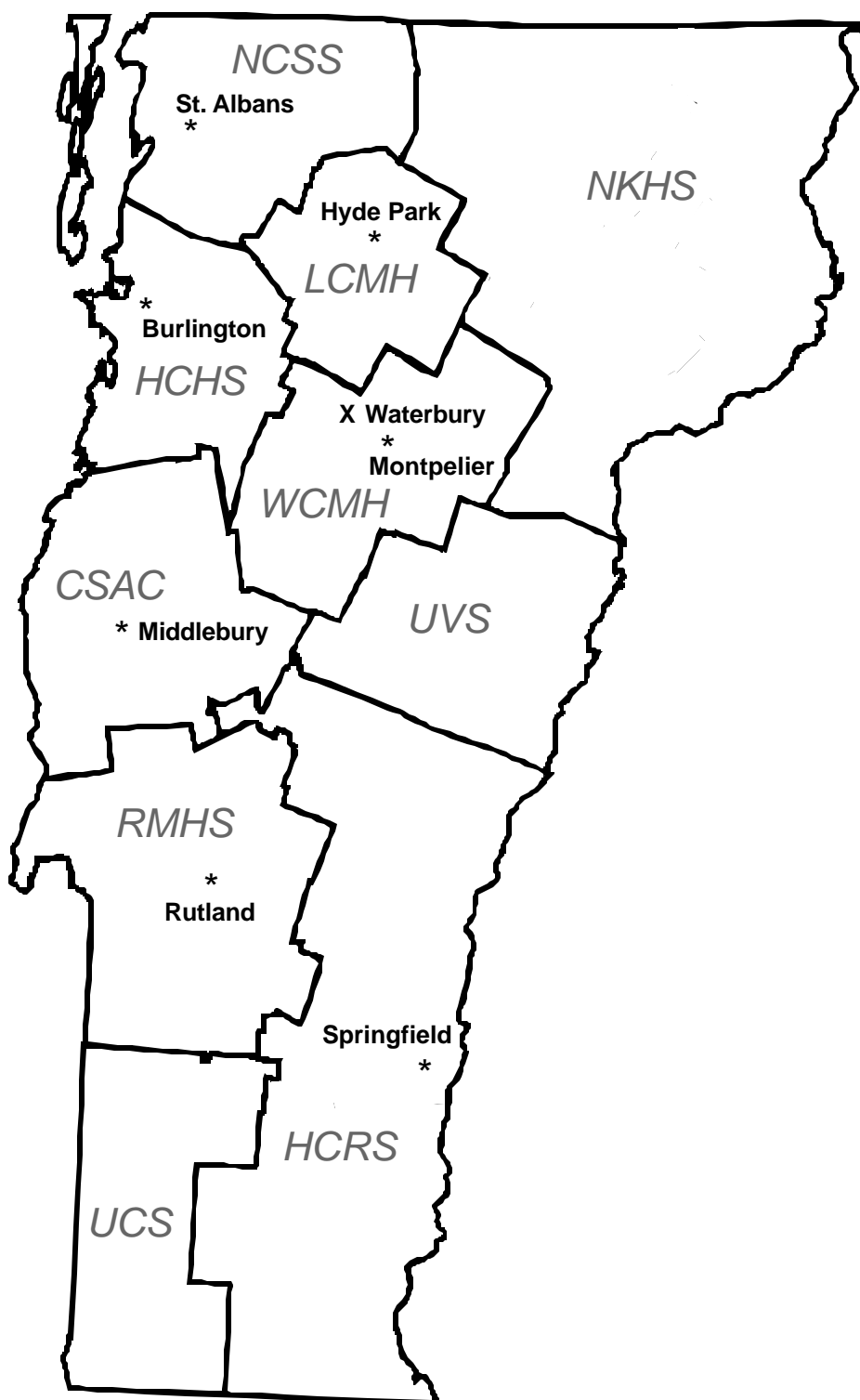
Red & Blue Teams
Community Alternative Specialists

Staff Name	Title	Phone (802)	E-mail Address
Cameron, Jim	Contracted Housing Specialist	660-2442	jcatgdllc@aol.com
Coy, Jeff	Red Team Training Specialist	241-2727	jcoy@ddmhs.state.vt.us
Freund, Avi	Blue Team Training Specialist	241-2723	afreund@ddmhs.state.vt.us
Goslant, Marie	Program Services Clerk	241-2678	mgoslant@ddmhs.state.vt.us
Kennedy, Jennie	Red Team Employment Specialist	786-2571	jkennedy@ddmhs.state.vt.us
Malone, Ellen	Red Team Leader	786-5047	emalone@ddmhs.state.vt.us
McFadden, Clare	Blue Team Children Specialist	241-2863	cmcfadden@ddmhs.state.vt.us
Morse, Martin	Blue Team Generalist	241-4494	mamorse@ddmhs.state.vt.us
O'Neill, Chris	Blue Team Employment Specialist	786-8831	coneill@ddmhs.state.vt.us
Parker-Moulton, Janine	Red Team Children Specialist	786-5081	jpmoulton@ddmhs.state.vt.us
Rappeno, Maureen	Blue Team Nursing Specialist	786-5052	mrappeno@ddmhs.state.vt.us
Roth, Amy	Red Team Generalist	241-2675	arothe@ddmhs.state.vt.us
Spencer, Kate	Red Team Nursing Specialist	786-5054	kspencer@ddmhs.state.vt.us
Turchin, Bob	Blue Team Leader	786-5048	bturchin@ddmhs.state.vt.us
Ward, Erin	Secretary	241-2614	eward@ddmhs.state.vt.us

Guardianship Services Specialists
1-800-642-3100

Burlington Office 108 Cherry Street Box 205, Suite 205 Burlington, VT 05401 Fax: 951-4036	John Homiller – GSS Ed Wells – GSS	865-7720 865-7721	jhomiller@ddmhs.state.vt.us ewells@ddmhs.state.vt.us
Hyde Park Office Ken Gar Building PO Box 266 Hyde Park, VT 05655 Fax: 888-0600	Sedney Ulrich – GSS	888-2525	sulrich@ddmhs.state.vt.us
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Montpelier Office 155 Elm Street, Suite 2 Montpelier, VT 05602-2866 Fax: 828-0243	Nancy Collins-Zucca – GSS Becky Guyett – Senior GSS Leslie Pinkham – GSS Lisa Sipsey – GSS	828-3623 828-3622 828-3620 828-3621	nzucca@ddmhs.state.vt.us bguyett@ddmhs.state.vt.us lpinkham@ddmhs.state.vt.us lsipsey@ddmhs.state.vt.us
Rutland Office One Scale Ave. Suite 109 Rutland, VT 05701-4460 Fax: 786-5055	Michael Fisher – GSS Rodger Goodrich – GSS Timothy Haley – GSS Karen Hawley – Senior GSS Rachel Longaway – Secretary Jan Sherman – GSS Vicky Wetmore – Community Financial Specialist	786-5042 786-5049 786-5040 786-5043 786-5840 786-5041 786-5045	mfisher@ddmhs.state.vt.us rgoodrich@ddmhs.state.vt.us thaley@ddmhs.state.vt.us khawley@ddmhs.state.vt.us rlongaway@ddmhs.state.vt.us jsherman@ddmhs.state.vt.us vwetmore@ddmhs.state.vt.us
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Waterbury Office 103 South Main Street Waterbury, VT 05671-1601 Fax: 241-4224	Gail Falk – Director Jennifer Garabedian – Administrative Assistant	241-2616 241-2663	gfalk@ddmhs.state.vt.us jgarabedian@ddmhs.state.vt.us

Division of Developmental Services Guardianship Services Offices



**Division of Developmental Services
Blue and Red Team Structure**

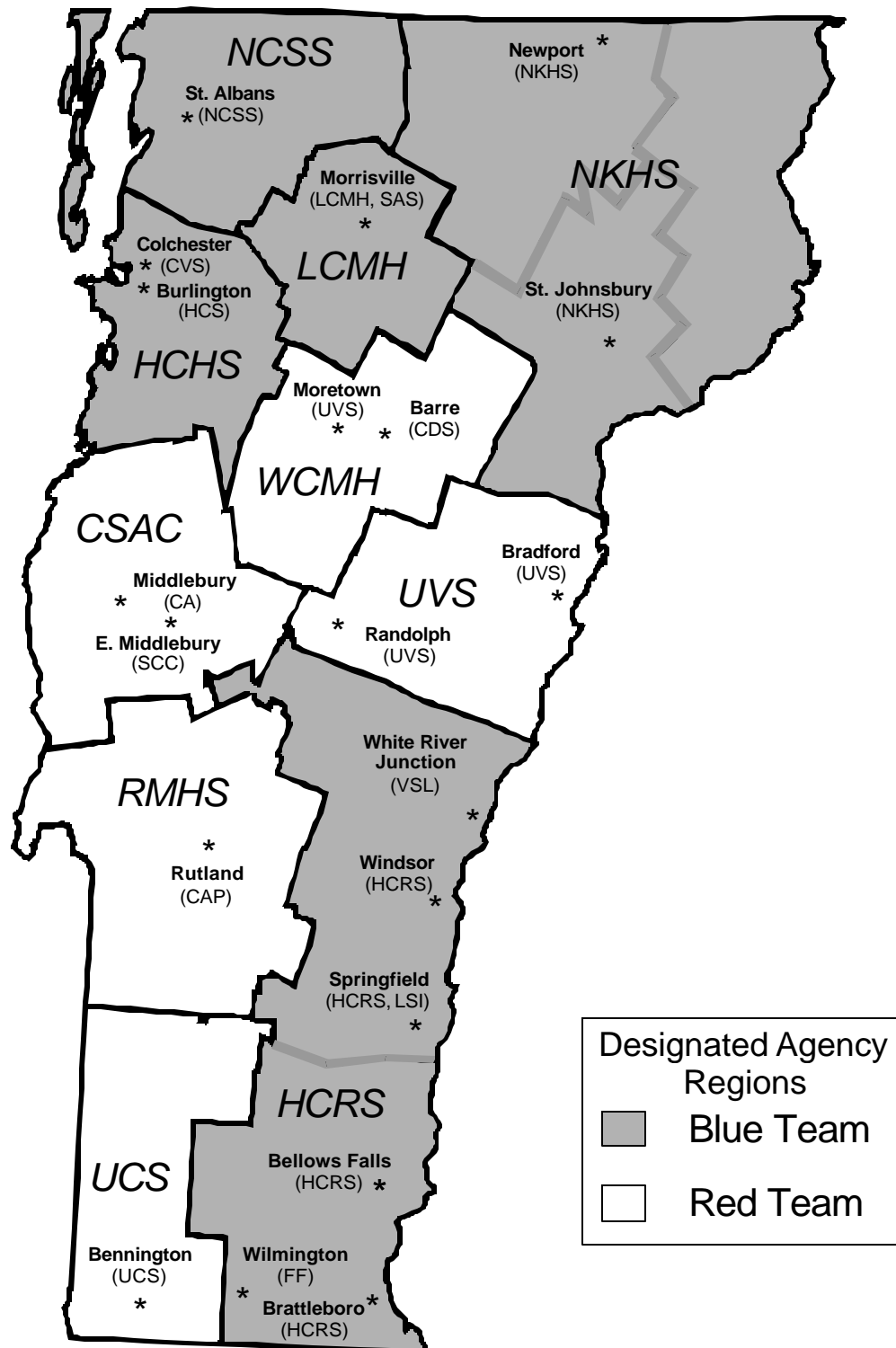
Blue Team		
Role	Staff Name	Provider Contact
DS Team Leader	Bob Turchin	SCC
Generalist	Martin Morse	HCRS, NEK, FF
Children Specialist	Clare McFadden	HCS
Employment Specialist	Chris O'Neill	CVS, LCMH
Housing Specialist	Jim Cameron ²	---
Nursing Specialist	Maureen Rappeno	---
Training Specialist	Avi Freund	NCSS
Program Services Clerk	Marie Goslant	---
Secretary	Erin Ward	---

Red Team		
Role	Staff Name	Provider Contact
DS Team Leader	Ellen Malone	CDS
Generalist	Amy Roth	CAP, LSI, SAS
Children Specialist	Janine Parker-Moulton	CA, VSL
Employment Specialist	Jennie Kennedy	UCS
Housing Specialist	Jim Cameron ³	---
Nursing Specialist	Kate Spencer	---
Training Specialist	Jeff Coy	UVS
Program Services Clerk	Marie Goslant	---
Secretary	Erin Ward	---

² Contracted position shared between Red & Blue Teams.

³ Contracted position shared between Red & Blue Teams.

Division of Developmental Services Red & Blue Teams



DEVELOPMENTAL SERVICES STATE STANDING COMMITTEE MEMBERS

Name	Address, Phone & Fax	Represents	Term Expires (July 1)
Aichroth, Susan	104 Marsett Road Shelburne, VT 05482 Pager: 250-1714 Phone: 985-9035 e-mail: aichroths@aol.com	People with Developmental Disabilities	2004
Arsenault, Dawn	54 Jalbert Road Barre, VT 05641 Phone: 476-0624	Professional/Advocates	2004
Bakeman, Anne	3 Bedford Green South Burlington, VT 05403 Phone: 658-3374 Fax: 658-8061 e-mail: abakeman@zoo.uvm.edu	Family Members	2003
Breiden, Nancy	Disability Law Project 57 N. Main Street Rutland, VT 05701 Phone: 775-1122 Fax: 775-0022 e-mail: nbreiden@vtlegalaid.org	Professionals/Advocates	2003
Cameron, Margi	Howard Community Services 102 South Winooski Avenue Burlington, VT 05401 Phone: 658-1914 Fax: 860-2360 e-mail: margic@howardcenter.org	Professionals/Advocates	2003
Cheney, Karen	170 Centerview Terrace St. Johnsbury, VT 05819 Phone: 485-8271 Fax: 748-1447	Family Members	2003
Daniels, Martin	84 North Street Northfield, VT 05663 Phone: 485-8271 Fax: 485-4596	Family Members	2002
Hathaway, Sarah	6 Sabin Street Montpelier, VT 05602 Phone: 223-6480 e-mail: verelli@aol.com	People with Developmental Disabilities	2003
Milizia, Betty	ARC of Vermont 208 Colchester Avenue Burlington, VT 05401 Phone: 658-7419 (h) 658-2221 (w) Fax: 658-1557 e-mail: miliziaarc@aol.com	Professionals/Advocates	2004

Name	Address, Phone & Fax	Represents	Term Expires (July 1)
Morse, Janeen A.	14 Jacobs Drive #12 Randolph, VT 05060-1228 Phone: 728-3433 (h) 728-4476 (w) Fax: 728-6741 e-mail: road_runner@yahoo.com	Professional/Advocate	2002
O'Riordan, Kevin	Sterling Area Services, Inc. PO Box 1207 Morrisville, VT 05661 Phone: 888-7602 Fax: 888-1182 email: saskey@banet.net	Professionals/Advocates	2004
Place, Edwin	Randolph House Apt. 208 Main Street Randolph, VT 05060 Phone: 728-2021	People with Developmental Disabilities	2002
Stubbs, Sandra	ARIS, Inc. PO Box 4409 White River Jct., VT 05001 Phone: 295-1658 Car Phone: (603) 381-6087 Fax: 295-0663 e-mail: areares@together.net	Professional/Advocate	2002
Woodberry, Connie	103 Partridge Road East Dummerston, VT 05346 Phone: 257-0300 (h) 254-8611 (w) e-mail: conniewo@sover.net fax: 254-8611	Family Members	2001
Vacancy	---	People with Developmental Disabilities	2002

VERMONT DEVELOPMENTAL SERVICES PROVIDERS

January 2002

(CVS) CHAMPLAIN VOCATIONAL SERVICES, INC.

77 Hegeman Ave., Fort Ethan Allen
Colchester, VT 05446
Phone 655-0511 FAX: 655-5207

Exec. Director: Paul Dicken
County: Chittenden

(CAP) COMMUNITY ACCESS PROGRAM OF RUTLAND COUNTY

PO Box 222, 1 Scale Avenue
Rutland, VT 05701
Phone: 775-0828 FAX: 747-7692

Director: Jerry Bernard
County: Rutland

(CA) COMMUNITY ASSOCIATES

61 Court Street
Middlebury, VT 05753
Phone: 388-4021 FAX: 388-1868

Director: Gregg Mousley
County: Addison

(CDS) COMMUNITY DEVELOPMENTAL SERVICES

50 Grandview Drive
Barre, VT 05641
Phone: 479-2502 FAX: 479-4056

Director: Juliet Martin
County: Washington

(HCRS) HEALTH CARE & REHABILITATION SERVICES OF SOUTHEASTERN VT

118 Park Street
Springfield, VT 05156
Phone: 885-5171 FAX: 885-5173

Director: Maryann Willson
Counties: Windsor & Windham

Regional Offices:

5 Fairview Street, Brattleboro, VT 05301
Phone: 254-6028 FAX: 254-7501

14 River Street, Windsor, VT 05089
Phone: 674-2539 FAX: 674-5419

PO Box 773, Bellows Falls, VT 05101
Phone: 463-3962 FAX: 463-3961

(HCS) HOWARD COMMUNITY SERVICES

102 South Winooski Ave.
Burlington, VT 05401-3832
Phone: 658-1914 FAX: 860-2360

Director: Marie Zura
County: Chittenden

(FF) FAMILIES FIRST

PO Box 939, Wilmington, VT 05363
Phone: 464-9633 FAX: 295-9107

Director: Julie Cunningham
County: Windham

(LCMH) LAMOILLE COUNTY MENTAL HEALTH SERVICES, INC.

520 Washington Highway
Morrisville, VT 05661
Phone: 888-6627 FAX: 888-6393

Director: Brian Fagan
County: Lamoille

(LSI) LINCOLN STREET INCORPORATED

PO Box 678
Springfield, VT 05156
Phone: 885-9533 FAX: 885-9575

Executive Director: Cheryl Thrall
County: Windsor

(NCSS) NORTHWESTERN COUNSELING & SUPPORT SERVICES, INC.

107 Fisher Pond Road
St. Albans, VT 05478
Phone 524-6561 FAX: 527-8161

Director: Jean Gilmond
Counties: Franklin & Grand Isle

(NKHS) NORTHEAST KINGDOM HUMAN SERVICES, INC.

PO Box 724, 154 Duchess Street
Newport, VT 05855
Phone: 334-6744 FAX: 334-7455

Director: Eric Grims
Counties: Caledonia, Orleans & Essex

Regional Office:

PO Box 368, 141 Railroad Street
St. Johnsbury, VT 05819
Phone: 748-3181 FAX: 747-7697

(SCC) SPECIALIZED COMMUNITY CARE

PO Box 578
East Middlebury, VT 05443
Phone: 453-4175 FAX: 453-4809

Executive Director: Ray Hathaway
Counties: Addison & Rutland

(SAS) STERLING AREA SERVICES, INC.

PO Box 1207
Morrisville, VT 05661
Phone: 888-7602 FAX: 888-1182

Executive Director: Kevin O'Riordan
County: Lamoille

(UCS) UNITED COUNSELING SERVICES, INC.

PO Box 588, Ledge Hill Drive
Bennington, VT 05201
Phone: 442-5491 FAX: 442-3363

Director: Kathy Hamilton
County: Bennington

(UVS) UPPER VALLEY SERVICES, INC.

RR1, Box 76
Bradford, VT 05033
Phone: 222-9235 FAX: 222-5864

Executive Director: William Ashe
Counties: Orange & Washington

Regional Offices:

12 Prince Street, Randolph, VT 05060
Phone: 728-4476 FAX: 728-6741

PO Box 719, Moretown, VT 05660
Phone: 496-7830 FAX: 496-7833

(VSL) VERMONT SUPPORTED LIVING

331 Olcott Drive, White River Jct. VT 05001
Phone: 295-9100 FAX: 295-9107

Director: Robert Vaillencourt
County: Windsor

GREEN MOUNTAIN SELF-ADVOCATES

January 2002

Green Mountain Self-Advocates (GMSA)

73 Main Street, Suite 401

Montpelier, VT 05602

802-229-2600

Contact: Lisa Smedy & Karen Topper

Toll Free: 1-800-564-9990

LOCAL CHAPTERS:

Bellows Falls Support Group

Health Care & Rehabilitation Svs.
PO Box 773, 12 Church Street
Bellows Falls, VT 05101
(802) 463-3962

Bennington Peer Support

United Counseling Services, Inc.
PO Box 588
Bennington, VT 05201
(802) 442-5491 – Paula Colbert
Board Rep: Holly Colvin

Bradford Peer Support

Upper Valley Services, Inc.
RR 1, Box 76
Bradford, VT 05033
(802) 222-9235 – Lorraine Gaboriault

Brattleboro Peer Support

Health Care & Rehabilitation Svs.
230 Main Street, Suite 302
Brattleboro, VT 05301
(802) 254-5537 – Lori Greenburg

Burlington Peer Support

Howard Community Services
102 South Winooski Ave.
Burlington, VT 05401
(802) 658-1914 – Mark Ridderhoff
Board Rep: Catherine Jones

Champlain Voices

Champlain Vocational Services, Inc.
77 Hedgeman Ave., Fort Ethan Allen
Colchester, VT 05446
(802) 655-0571 – Linda Chaisson
Board Rep: Paul Nichols

Connections of Peer Support of White River Jct.

PO Box 678,
Springfield, VT 05156
(802) 885-9533 – Karen Daley-Regan
Board Rep: Paul Dunbar

Friends Helping Friends

Community Developmental Services
50 Grandview Drive
Barre, VT 05641
(802) 479-2502 – Fran French
Board Rep: Margaret Pearlstein

HCRS Springfield Peer Support

118 Park Street
Springfield, VT 0515
(802) 885-5171 – Melissa Mullen

Lean on Me

Northeast Kingdom Human Svs., Inc.
PO Box 368
St. Johnsbury, VT 05819
(802) 748-3181
Board Rep: Michelle Matteis

Morrisville Peer Support

PO Box 867
Morrisville, VT 05661
(802) 888-8407
Board Rep: Patty Grassette

Next Step of St. Albans

Northwestern Counseling & Support
Services, Inc.
156 North Main Street
St. Albans, VT 05478
(802) 524-6561 – Connie Farrington
Board Rep: Heather Hendrick

Our Drop In Center

153 Main Street
Newport, VT 05855
(802) 344-8378
Board Rep: Tammy Crowe

Randolph Area Peer Support

Upper Valley Services, Inc.
12 Prince Street, Suite #2
Randolph, VT 05060
(802) 728-4476 – Janeen Morse
Board Rep: Ann Campbell

Vermont Choices

Northeast Kingdom Human Svs., Inc.
PO Box 368
St. Johnsbury, VT 05819
(802) 748-3181 – Robin Burnash
Board Rep: Duane Knight

Self-Advocates Becoming Empowered of Rutland

Rutland ARC
128 Merchants Row
Rutland, VT 05701
(802) 775-1370 – Lisa Lynch
Board Rep: Becky Hogdon

Self Advocates Meeting of Springfield

PO Box 678
Springfield, VT 05156
(802) 885-9533 – Lori Jean Lintner
Board Rep: Jean Martel

GREEN MOUNTAIN SELF-ADVOCATES BILL OF RIGHTS

DRAFT



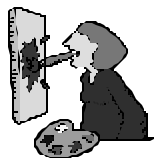
The Right to schedule my own time,
decide my own activities,
and pick something else to do
when plans have to change.
determine alternate activities.



The right to choose
our own support staff and
be directly involved
in the hiring process.

This avoids total strangers walking
into our lives and taking over.

The right to communicate in the best way we can:



Spoken word

Touch talker

Facilitated Communication

Sign language Interpreter



Gesture

Pictures

Written

Telephone / TTY

Body language

Bliss symbol





The right to speak up when treated unfairly

People with disabilities in Vermont have the right to information about trainings and self-advocacy.

We have the right to decide to attend the training or not, without being pressured.



The right to live in a safe home and be treated with respect.

Help me when needed and leave me alone when I can do it myself.

Free from physical harm, verbal abuse and swearing.

Respect all our boundaries

Make our own decisions and have them respected



People should use good listening skills when being with us. Look at us and pay attention.

The right to privacy

The right to private time with a special person

The right to confidentiality and to

control who has access to personal information:

files, case notes, personal shared information

Don't touch my stuff!

Body privacy is respected



The right to choose where I live
and who I live with.

The right to have relationships:

Friends

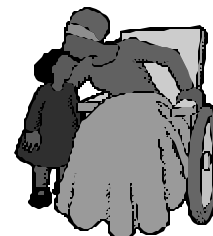
Relationships with our parents and family



Love relationships

Marriage

To be parents



We might need to learn about having relationships and sex

Learning how to be safe, use condoms, birth control

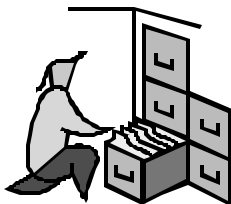
and about STD's sexually transmitted diseases.

The right to a safe community



The right to be treated like everybody else and go out without being teased

Police training by people with disabilities on how to approach a person with a disability



The right to get a job if you want one.

The right to pick the job you want and to get the support you need to do the job.



The right to quit or look for a new job. We might need to go to school or get training on how to do a new job.

SOURCES OF QUALITY ASSURANCE AND PROTECTION FOR CITIZENS WITH DEVELOPMENTAL DISABILITIES

January 2002

Quality assurance activities will not be successful if they are relegated to a single bureaucratic cubbyhole. The Vermont developmental services system has numerous components that impact upon quality assurance. There is great value in having a multi-faceted system of quality assurance, and the participation of numerous people in quality promotion activities is a strength. In Vermont, the overall quality assurance system includes at least the following components:

I. Within the Department of Developmental and Mental Health Services:

- A. **Designation Process.** The Department of Developmental and Mental Health Services (DDMHS) designated one agency in each region of the state to ensure needed services are available through local planning, service coordination, and monitoring outcomes within their geographic region. The Designated Agency must either provide directly or contract with providers or individuals to deliver supports and services consistent with available funding; the state and local System of Care Plans; outcome requirements; and state and federal regulations, policies and guidelines.
- B. **Agency Reviews.** Twelve (12) full-time staff, including two registered nurses, conduct on-site reviews to assess the quality of services provided. The Community Alternative Specialist staff assess all Medicaid funded services to assure compliance with state and federal Medicaid standards and the outcomes detailed in the *Guidelines for Quality Services*. Site visits are conducted annually with follow-up as appropriate.
- C. **Guardianship Services Specialists.** Twenty (20) staff provide guardianship services as specified by law to about 580 adults with developmental disabilities. Guardianship Services Specialists play distinct quality assurance functions, including on-going monitoring of people's welfare, assessment of quality of life and functional accessibility, participation in individual support plans, and advocacy for appropriate services. Guardianship Services Specialists are expected to have face-to-face contact with people for whom they are guardian at least once a month.
- D. **Safety and Accessibility Checks.** All residences (except those licensed through the Department of Aging and Disabilities or a public housing entity, such as Section 8) funded by the Division of Developmental Services are inspected for compliance with safety and accessibility standards.
- E. **Consumer & Family Surveys.** The Division of Developmental Services contracts for independent statewide consumer interviews to take place on a regular basis to measure the satisfaction of people receiving services. A confidential family satisfaction mail-in survey is also conducted periodically to assess how families feel about services that they receive to support their family members who live at home.
- F. **Critical Incident Reporting Process.** Service providers provide critical incident reports to the Division of Developmental Services when certain incidents take place, such as the death of someone receiving services; use of restrictive procedures; allegations of abuse, neglect or exploitation; or criminal behavior by or against someone receiving services.

- G. **Complaint and Appeals:** Each service provider must have a written complaint and appeals procedure and inform applicants and service recipients of that process. Both informal and formal complaint and appeal processes are available to people applying for or receiving developmental services, their family members, guardians and other interested individuals.
- H. **Ethics Committee.** An Ethics Committee convenes bimonthly as needed, or on an emergency basis, to review any decisions by a Guardianship Services Specialist or other Division of Developmental Services staff to abate life-sustaining treatment for a person receiving services. In addition, any individual who wants advice about the ethical aspects of a decision, or is dissatisfied with a critical care decision made for a non-consenting person with developmental disabilities, may request the Ethics Committee to review the decision.
- I. **Human Rights Committee.** A Human Rights Committee meets monthly to review policies, procedures, trends and patterns, individual situations and positive behavior support plans to safeguard the human rights of Vermonters receiving developmental services. The committee provides an independent review of any restrictive procedures while assisting individuals and agencies to develop alternatives to restrictive procedures.

II. Elsewhere in State Government:

- A. **Residential Care Home Licensure.** The Department of Aging and Disabilities licenses residences where three or more unrelated people with disabilities live.
- B. **Abuse Complaints.** The Department of Social and Rehabilitation Services and the Department of Aging and Disabilities handle complaints of abuse and neglect for children and adults, respectively. Any human service worker, including Division of Developmental Services staff, is legally mandated to file an immediate report of any suspected abuse, neglect or exploitation of a person with a disability. For adults with disabilities, Adult Protective Services staff conducts independent investigations of each complaint and pursues legal or other recourse as indicated by the needs of the individual.
- C. **Fire Safety Regulation.** Staff of the Department of Labor and Industry must approve all Level III Residential Care Homes and ICF/MR facilities. Facilities must meet appropriate standards of the National Fire Safety Code.
- D. **Vocational Rehabilitation (VR) Services.** Vocational rehabilitation services, (as opposed to Medicaid-funded work supports), are provided and reviewed by the Division of VR.
- E. **Intermediate Care Facilities for People with Mental Retardation (ICF/MR).** ICF/MRs are licensed and monitored under federally specified guidelines by nursing staff of the Division of Licensing and Protection, Department of Aging & Disabilities (DAD). The Division of Developmental Services conducts Utilization Reviews once every six months to determine whether continued stay is appropriate and necessary for each person residing in an ICF/MR.
- F. **Medicaid Fraud Unit.** This Unit investigates allegations of criminal activity, including abuse, neglect or exploitation, in any Medicaid-funded facility or involving a person receiving Medicaid-funded supports. The Medicaid Fraud Unit is a specially staffed unit within the Office of the Attorney General.

III. Within Developmental Services Agencies:

- A. **The Individual's Circle of Support.** Each person applying for or receiving services is encouraged to develop a circle of support. If they do not already have a circle, the service provider can help them form one. The circle is a group of people who helps the individual identify his/her dreams, takes responsibility to help the person create his/her plans and budgets, and determine the quality of his/her life. The primary focus of the circle is on the individual and what that person wants and needs. A circle of support is the ultimate safety net for that person.
- B. **Local Standing Committee.** Each designated agency and service provider has a local standing committee that is made up of at least 51% consumer and families, of which 25% must be direct consumers. The purpose of the Local Standing Committee is to involve people receiving services in planning and decision making regarding policies in order to increase consumer satisfaction, service and support quality, and organizational responsiveness. The committee submits a report to DDMHS annually.
- C. **Internal Mechanisms.** All agencies have some level of an ongoing quality improvement process as well as internal quality assurance, such as a Human Rights Committee, peer review, and Local Standing Committee oversight. The specific design and intensity of these efforts vary from agency to agency.
- D. **Service Coordination.** Service coordination often includes the functions of "monitoring" and "advocacy." For some people, the service coordinator is the focal point for individual-based quality assurance at the local level.

IV. External to the Service System:

- A. **Developmental Services State Standing Committee.** The Developmental Services State Standing Committee was created by statute in 1990, (and updated through regulation in 1998), and is required to have at least 51% of its membership consumer and families. The Governor appoints this committee of people with disabilities, family members, advocates, and people with professional expertise in the field of developmental disabilities. It meets monthly as a working advisory group to the Division of Developmental Services.
- B. **Vermont Developmental Disabilities Council.** A broad-based, federally mandated board which provides independent oversight and systemic advocacy for the needs of people with developmental disabilities.
- C. **Protection and Advocacy System.** This system has two components: a legal component through the Disability Law Project (DLP) and citizen advocacy. The Disability Law Project is part of Vermont Legal Aid and has offices in Rutland, Burlington, Montpelier, Springfield and St. Johnsbury. They provide protection and advocacy services to individuals with disabilities in a wide variety of forums (e.g., court proceedings, school negotiations, administrative hearings, Social Security Administration).

- D. **ARC of Vermont.** The ARC of Vermont provides a focus for families and concerned members of the public to identify and respond to the needs of people with developmental disabilities. There are four counties with local ARC offices. The Champlain ARC provides information, support and advocacy for individuals with disabilities and their family members in Chittenden County. Central Vermont ARC (Montpelier), Franklin ARC (St. Albans), and the Rutland ARC (Rutland) also share this mission.
- E. **Self-Advocacy.** The Green Mountain Self-Advocates, (formerly the Vermont Peer Support Network), a statewide self-advocacy group, works to empower people with disabilities to learn to make decisions, solve problems, speak for themselves, and to exert control over their own lives. It is committed to educating and making the general public aware of the strengths, rights and desires of people with disabilities. There are presently about 17 local chapters in various stages of development around the state.
- F. **Brandon Training School Association** An association of parents and other people concerned with the well being of former residents of Brandon Training School.
- G. **Other Advocacy Groups.** There are other locally based groups of concerned families and advocates. For example, Guardianship Trust provides regular, structured individually-based citizen monitoring of residential services provided by WCMH in Barre.
- H. **Law Enforcement Agencies.** In recent years, many local and state police have received training in the techniques of interviewing people with developmental disabilities who are victims of crime. The traditional sources of citizen law enforcement—the police, State's Attorney's, and Attorney General's offices—have played an increasingly effective role in protecting citizens with developmental disabilities who may become victims of crime.
- I. **Criminal Penalties.** Vermont law makes it a crime to abuse, neglect or exploit a person with a disability. The Office of Attorney General will prosecute for violations of this law.
- J. **The Federal Government.** Through Medicaid audits and look-behind surveys, the federal government provides a back-up system of quality assurance.
- K. **Concerned Members of the Public.** These include interested professionals (e.g., physicians, psychologists), members of the academic community, legislators, etc., who express their concerns through traditional channels of professional, administrative & legislative communication.
- L. **Above all, individual friends, family members, guardians, coworkers, neighbors.** Friends, family and neighbors provide for individuals in community settings the most important and dependable source of monitoring and advocacy – someone that will “go to bat” for you if things are not going well.